Qualification Structure:

SVQ Level 2 Business and Administration at SCQF Level 5 (GA3V 22)

To achieve the SVQ Level 2 Business and Administration you must complete **eight** units in total.

All three Mandatory Units must be completed and at least three units from **Group A**, the remaining two units may be selected from **Group A** or **Group B** ***(see restricted combinations below).***

Restricted combinations:

Either unit S211 or S311 may be selected but not both. [a]
Only one unit may be selected from S212, S213 or S312. [b]
Either unit S214 or S313 may be selected. [c]
Either unit S215 or S314 may be selected. [d]
Either unit S222 or S319 may be selected. [e]
Either unit S223 or S321 may be selected. [f]
Either unit S224 or S320 may be selected. [g]
Only one unit may be selected from S236a, S236b, S114a or S114b. [h]
Either unit S237 or S115 may be selected. [i]
Either unit S238 or S116 may be selected. [j]
Either unit S239 or S117 may be selected. [k]
Either unit S240 or S118 may be selected. [l]
Either unit S241 or S119 may be selected. [m]
Either unit S242 or S120 may be selected. [n]
Either unit S243 or S121 may be selected. [o]
Either unit S244 or S122 may be selected. [p]
Either unit S245 or S123 may be selected. [q]
Either unit S246 or S124 may be selected. [r]
Either unit S252 or S113 may be selected. [s]

Mandatory Units		
SQA No.	**SSC No.**	**Unit Title**
FD8W 04	S201	Agree how to manage and improve own performance in a business environment
FD8X 04	S202	Undertake work in a business environment
F93W 04	S205	Prepare to communicate in a business environment
Group A: 3 - 5 Units must be selected		
Work Responsibilities		
FD8Y 04	S203	Plan how to solve business problems
FD90 04	S204	Work with other people in a business environment
Document Production		
F93T 04	S211	Produce documents in a business environment[a]
FD9W 04	S212	Prepare text from notes[b]
FD9X 04	S213	Prepare text from notes using touch typing (40 wpm) [b]
FD9T 04	S214	Prepare text from shorthand (60 wpm) [c]
FD9V 04	S215	Prepare text from recorded audio instruction (40 wpm) [d]
Events and Meetings		
FD9N 04	S222	Support the organisation and co-ordination of events[e]
FD9P 04	S223	Support the organisation of business travel or accommodation[f]
FD9R 04	S224	Support the organisation of meetings[g]
Communication		
FD91 04	S206	Use electronic message systems
FD92 04	S207	Use a diary system
FD93 04	S208	Take minutes
Customer Service		
FD94 04	S209	Handle mail
F93X 04	S210	Provide reception services
FD96 04	S250	Meet and welcome visitors
Manage Information and Data		
FD97 04	S216	Organise and report data
FD98 04	S217	Research information
F93Y 04	S218	Store and retrieve information
FD99 04	S219	Provide archive services
FD9A 04	S226	Support the management and development of an information system
Business Resources		
F93V 04	S220	Use office equipment
FD9C 04	S221	Maintain and issue stationery stock items
Innovation and Change		
FD9F 04	S225	Respond to change in a business environment
Specialised Business Support Services – Human Resources		
FD9G 04	S227	Administer HR records
FD9H 04	S228	Administer the recruitment and selection process
Specialised Business Support Services - Parking		
FD9J 04	S251	Administer parking dispensations
IT		
F9AP 04	S236a	Bespoke software 2[h]
F9AV 04	S236b	Specialist software 2 [h]
F9C2 04	S237	Data management software 2[i]
F9C5 04	S238	Database software 2[j]
F99E 04	S239	Improving productivity using IT 2[k]
F99T 04	S240	IT security for users 2[l]

F9CT 04	S241	Presentation software 2[m]
F99K 04	S242	Set up an IT system 2[n]
F9D1 04	S243	Spreadsheet software 2[o]
F9A7 04	S244	Using collaborative technologies 2[p]
F9D4 04	S245	Website software 2[q]
F9D7 04	S246	Word processing software 2[r]
F9A4 04	S252	Using email 2[s]
Finance		
FD9K 04	S247	Control payroll
FD9L 04	S248	Account for income and expenditure
FD9M 04	S249	Draft financial statements
Custodial		
FN6W 04	S253	Process court documentation
FN9M 04	S254	Contribute to maintaining security and protecting individuals' rights in the custodial environment
FN6X 04	S255	Calculate critical dates for sentences
FN6Y 04	S256	Make administrative arrangements for the movement of individuals outside the custodial establishment
FN70 04	S257	Administer documentation for the appeals process
FN71 04	S258	Administer Personal Money for the Individuals in Custody
FN72 04	S259	Prepare Documentation to Help Authorities Decide on the Conditions on Which to Release Individuals from Custody
FN74 04	S260	Make Administrative Arrangements for the Release of Individuals from Custody
Group B: 0 - 2 Units must be selected		
Project Management		
FE09 04	S324	Contribute to running a project
Document Production		
FE0X 04	S311	Design and produce documents in a business environment[a]
FE11 04	S312	Prepare text from notes using touch typing(60 wpm) [b]
FE0Y 04	S313	Prepare text from shorthand (80 wpm) [c]
FE10 04	S314	Prepare text from recorded audio instruction (60 wpm) [d]
Events and Meetings		
FE0T 04	S319	Organise and co-ordinate events[e]
FE0V 04	S320	Plan and organise meetings[g]
FE0W 04	S321	Organise business travel or accommodation[f]
Communications		
F93N 04	S106	Make and receive telephone calls
FE0D 04	S309	Develop a presentation
FE0E 04	S310	Deliver a presentation
Customer Service		
FE0A 04	S325	Deliver, monitor and evaluate customer service to internal customers
FE0C 04	S326	Deliver, monitor and evaluate customer service to external customers
Manage Information and Data		
FE0F 04	S315	Support the design and development of information systems
FE0G 04	S316	Monitor information systems
FE0H 04	S317	Analyse and report data
Specialised Business Support Services – Education		
FE0M 04	S329	Provide administrative support in schools
Specialised Business Support Services – Parking		

FE0N 04	S330	Administer parking and traffic challenges, representations and civil parking appeals
FE0P 04	S331	Administer statutory parking and traffic appeals
FE0R 04	S332	Administer parking and traffic debt recovery
Health, Safety and Security of People, Premises and Equipment		
FD8P 04	S112	Use occupational and safety guideline when using keyboards
IT		
F9AN 04	S114a	Bespoke software 1[h]
F9AT 04	S114b	Specialist software 1[h]
F9C1 04	S115	Data management software 1[i]
F9C4 04	S116	Database software 1[j]
F99D 04	S117	Improving productivity using IT 1[k]
F99R 04	S118	IT security for users 1[l]
F9CR 04	S119	Presentation software 1[m]
F99J 04	S120	Set up an IT system 1[n]
F9D0 04	S121	Spreadsheet software 1[o]
F9A6 04	S122	Using collaborative technologies1[p]
F9D3 04	S123	Website software 1[q]
F9D6 04	S124	Word processing software 1[r]
F9A3 04	S113	Using email 1[s]
Finance		
FD8V 04	S125	Calculate pay
Custodial		
FN75 04	S351	Verify Critical Dates for Sentences
FN76 04	S352	Verify the Release Process
Agricultural		
FN7A 04	S353	Administer Agricultural Records
FN7C 04	S354	Make Agricultural Returns, Applications and Claims
Legal		
FN77 04	S355	Administer Legal Files
FN78 04	S356	Build Case Files
FN79 04	S357	Manage Case Files